

**LESSONS LEARNED PROGRAM
SELF-ASSESSMENT GUIDANCE CARD**

References:

- **Subject Site Lessons Learned Program Description/Management Plan**
- ***Implementing U.S. Department of Energy Lessons Learned Programs*, DOE-HDBK-7502-95, August 1995, Vol. 1 and 2**
- ***Development of DOE Lessons Learned Programs*, DOE-STD-7501-95, May 1995, Change 1 September 1997**

CRITERIA

The following criteria are provided as guidance to assist line management and program administrators for lessons learned programs in assessing program performance. Deficiencies to individual criterion will have varying degrees of importance. The assessment should focus on the collective contribution of the program elements to determine appropriate levels of performance and the specific corrective actions to be undertaken.

Program Definition:

1. The lessons learned program is endorsed by senior management through written program policy.
2. The lessons learned program purpose and objectives are defined.
3. The lessons learned program objectives are supportive of organizational mission, policies, and strategies.

Program Management:

1. The site lessons learned program management and implementation tasks are defined.
2. Personnel (by position or name) are assigned responsibilities for program tasks.
3. Important program interface requirements are defined.
4. Essential program implementation and continuous improvement milestones are defined and tracked.
5. Resources are defined and provided by management to achieve program objectives.

Program Processes:

1. Sources of lessons learned information are defined, available, and frequently reviewed for relevance.
2. Incoming information is properly analyzed, disseminated, implemented, and tracked through formal management systems.
3. Out going information is well characterized and properly summarized.
4. Information that has relevance to other DOE or industry entities is properly cleared for distribution, and made available to appropriate personnel.
5. Personnel are aware of their role in identifying lessons learned as they relate to their job duties.

Training:

1. Training for personnel with responsibilities in the Site Lessons Learned Program is identified and available.
2. Personnel with assigned responsibilities for program management and implementation are adequately trained and knowledgeable.
3. Lessons learned are appropriately reviewed for training implications, and where warranted, training programs are modified.
4. Continuing training programs utilize current lessons learned as examples where applicable.
5. Training, as a result of lessons learned, is presented in an effective and timely manner.
6. Personnel who have received lessons learned information are knowledgeable of the information and have appropriately applied the lessons learned in the performance of their job duties.

Program Corrective Action Tracking:

1. Where corrective actions are identified, formal assignment of responsibilities and completion dates are established.
2. Management periodically reviews status of corrective action management and ensures program actions are adequate.

Program Performance Measurement:

1. An assessment plan for the Lessons Learned Program is developed.
2. Performance measures are developed and well defined and establish a sound basis for program improvements.
3. Line management places importance on the Lessons Learned Program and ensures adequate implementation.

Suggested Activities:

Review documents which might include:

- Company policy, mission, and strategic plans
- Lessons Learned Program Plans, management plans, procedures, issued lessons learned.
- Training materials.
- Corrective action program procedures, tracking, and follow-up documents.

Personnel interviews and field observations:

- Interview essential personnel with defined roles and responsibilities for the Lessons Learned Program to assess their knowledge.
- Track the process of disseminating lessons learned to those needing the information.
- Review selected lessons learned to determine effectiveness of implementation for changes identified as important to safety, quality and/or productivity.

Verify that corrective actions are implemented in the field through procedure changes, training, or other management actions.

Procedure: *(Perform the following as applicable)*

- Review guidance card.
- Review applicable procedure/requirements. (References)
- Observe or discuss the activity.
- Interview appropriate personnel about requirements and practices.
- Record completion of activity.

REPORTING ACTIVITY RESULTS

Results: *(Document your assessment of the effectiveness of the activity, any feedback from participants that reflect the effectiveness of the activity). List any relevant topics of discussion that would benefit others.*

Subsequent Actions: *(Suggestions for improving current practice, procedure, and/or interface related to the topic. Who should follow up in evaluating the suggestion?)*

Activity Completed:

(Person Completing)

Date

Reviewed By:

(Line Manager)

Date

(Line Manager)

Date